

VoIP/UC Strategy Decision

10/25/2016



Wisconsin Department of Administration

Definitions

Centrex

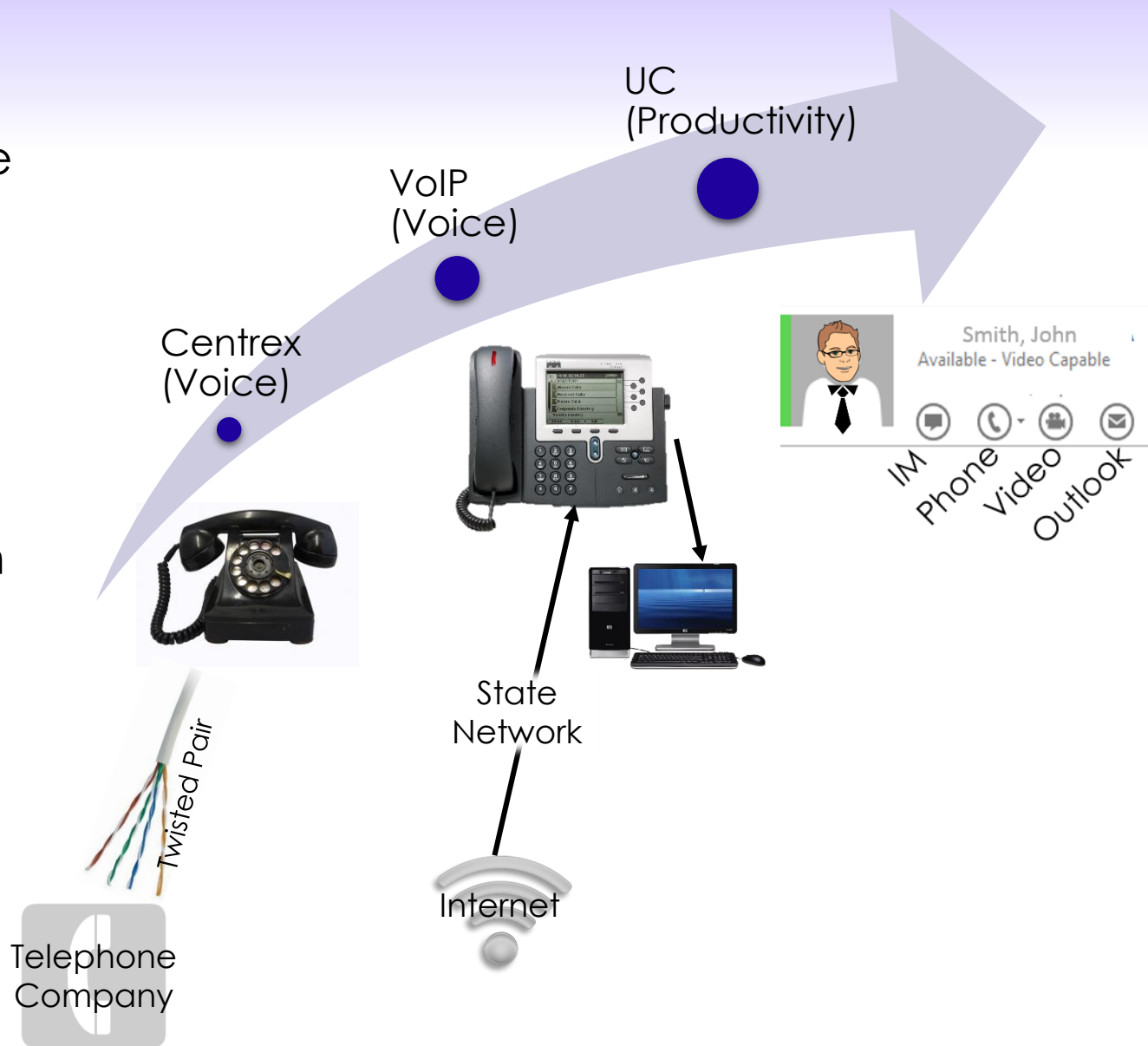
Calls are placed over a separate telephone network. Contains basic voice features. Requires extensive manual work for adds/moves/changes.

VoIP

Calls are placed over the State Data Network instead of over a dedicated telephone network. Calls can be placed on either hard desk phones or soft phones running a person's computer.

Unified Communications

Enhances productivity by bringing multiple tools for improved collaboration and communication. The integrated set of tools include instant messaging, presence, voice calling, video conferencing, and email.



Current State

Centrex

- State - 23,000 current users

VoIP

- Cisco

UC

- Microsoft
- Skype
- O365
- OneNote
- OneDrive
- Future LinkedIn

Why?

- ✓ Integrated
- ✓ Productive
- ✓ Secure

Installed

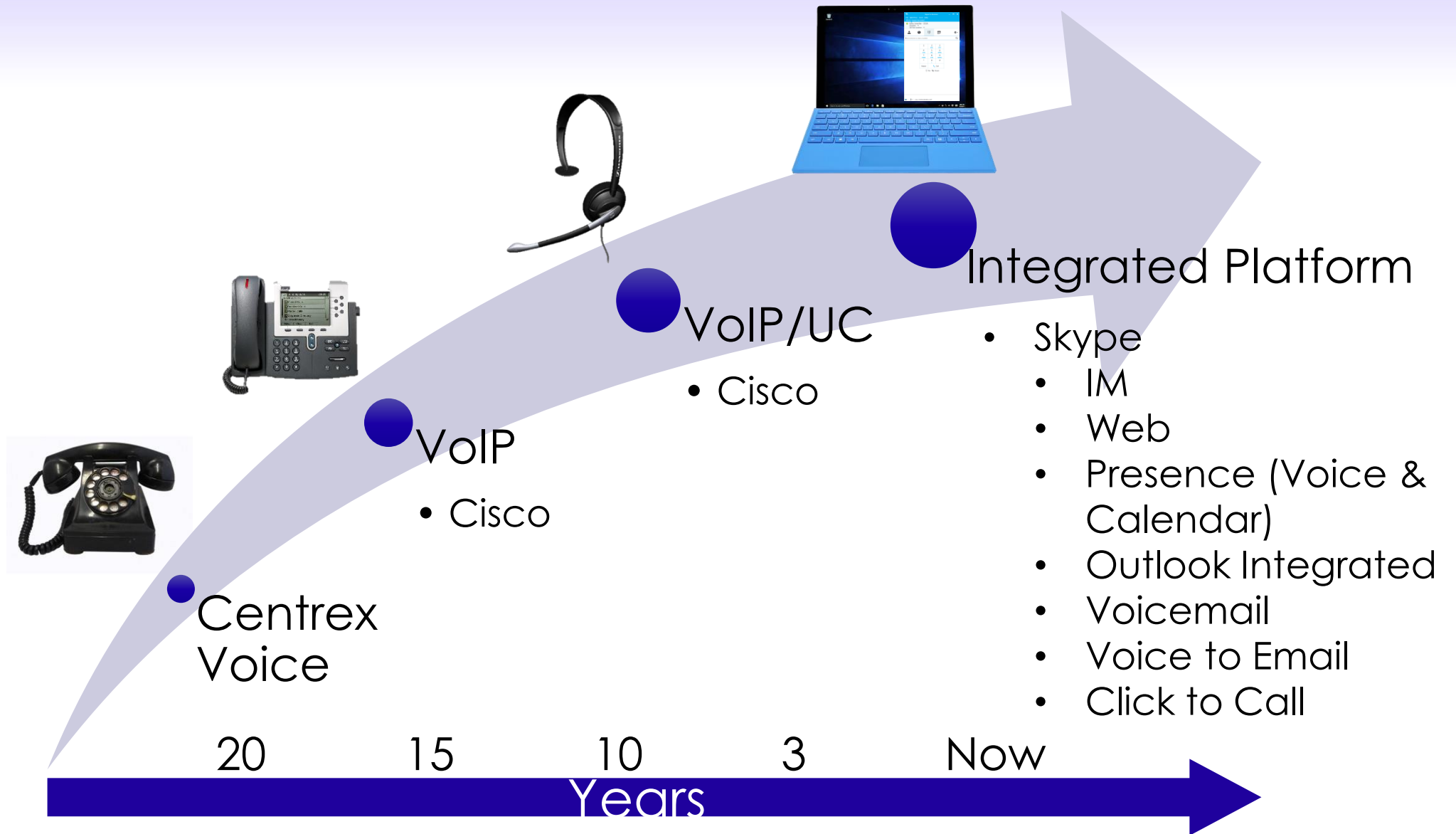
PSC	200	DHS	273
DCF	1100	DOC	11
DET	240	DOA	246

Skype

DOA	303	DOR	762
DNR	550	DHS	200
ETF	35	DSPS	44
OCI	29	STAR	82
DOT	500		

The Market Dynamics Maturity

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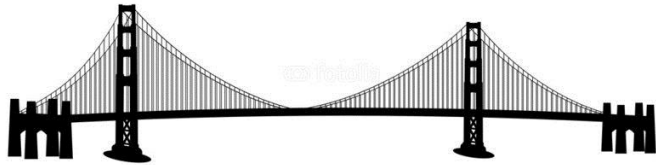
Future



Option A: Integrated

Voice Skype

- IM
- Web
- Presence (Voice & Calendar)
- Outlook Integrated
- Voicemail
- Voice to Email
- Click to Call



Option B: Non-Integrated

Voice Cisco

Conference Call

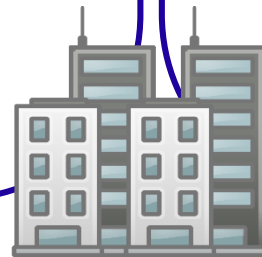


Unity Voicemail

Skype

- IM
- Webshare
- Calendar Presence Only

Needs Conference Call @ \$4/Person



Cost Comparisons

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Today	
Centrex Costs	Rate
Centrex Including Voicemail Today	\$15.74

Options for the Future	
Standard Users with Unified Communications	Rate
1. AT&T Cisco VoIP Including Voicemail	\$14.20 - \$24.49 Basic Phone – Advanced Phone
2. DET On-Premise Skype Including Voicemail	\$14.90
3. AT&T Skype Including Voicemail (Draft Estimate)	\$15.44
4. AT&T Skype – Basic Phone No Voicemail (Draft Estimate)	\$9.19

Today

“Skype Options”

Agency



Skype Femrite

- \$3.48
- Includes Conference Call
 - *Standard CAL
- Needs Standard/Enterprise CAL or O365 G3/ECS
- Plus, Additional \$15.75 Centrex

Skype Cloud

- Free
- PSTN Conference Call \$4.00
- Needs Full O365 G3/ECS
- Plus, Additional \$15.75 Centrex

Next Steps

VoIP/UC Timeline

2016



Today

Set up AT&T Hosted Skype

Service Offering and Rate Established

Agency Pilot (25)

Agency Pilot (50)

DET Full (350)

First Agency